



# LIBRARY ANNUAL REPORT 2011

Our University Librarian, Jane Long, took up her post in January 2011. Jane has extensive experience in the university sector and was most recently the national Library Collections Manager and Major Library Centre Manager for CSIRO in Western and South Australia.



During 2011 the University Librarian was invited to join the UTAS Strategic Planning Working Party which contributed to the process of developing a new strategic plan for the University. The development of a strategic plan for the Library, in line with the UTAS strategic plan and supporting plans being developed for Research and Learning & Teaching, is a priority for the Library. To lay the groundwork for the Library's plan for the coming three years a planning day was held in October. Staff reflected on their future vision for the Library, the Library's current strengths and the challenges and opportunities that currently face us.

The University Librarian was also invited to join the Research College Board's Research Infrastructure Working Party which is developing a research infrastructure priority plan for UTAS.

Towards the end of 2011 the University approved the purchase of a new computer system for the Library. The new system, Innovative's *Millenium™*, was chosen from a number of potential candidates in an extensive evaluation process and a major project to implement the new system will aim to 'go live' by the end of 2012.

## DELIVERING QUALITY SERVICES TO ALL LIBRARY CLIENTS

Improving Library support to UTAS researchers was a major focus for 2011. A project was undertaken to identify the Library services that are most useful to researchers and future

directions for our research support. A survey to which over 400 researchers responded has provided crucial data for further analysis. The project also reviewed the Library's teaching and assessment in two units of the Graduate Certificate in Research, which is mandatory for commencing higher degree by research (HDR) candidates.

Liaison librarians invited Swinburne's Research Services Librarian to planning days focussing on supporting researchers and conferred with colleagues from Monash, Deakin and QUT by videoconference.

The Library's role in technology enabled learning and teaching was also a focus of the year. Steven Yates, E-learning Coordinator at Monash University Library, joined liaison librarians in a planning day examining the implementation and evaluation of online learning and information and research skills development, using appropriate tools for the delivery of information services supporting learning, teaching and research. These activities have contributed to the Library being able to support the UTAS e-learning strategy and Technology-Enabled Learning and Teaching (TELT) plan which will be implemented in 2012.

Client access to services improved in a number of ways in 2011. The Learning Hub areas of levels 2 and 3 of the Morris Miller Library became accessible 24/7 in May and students can now study and access online resources whenever is



most convenient for them. Significant numbers of students have been in the Library during the extra hours and the Launceston Library will also be accessible 24/7 by mid 2012.

Students can now more easily access items on their reading lists with the Reading Lists web-based service that lists all items on a reading list in one place and provides direct access to electronic books, articles, book chapters and past exam papers.

A web page specially designed for mobile devices was released, allowing access to simplified web pages for frequently used library services like Summon searching, subject guides and databases.

QR codes (graphical barcodes which are readable by apps on most smart-phones or mobile devices) were introduced in a range of locations in the Morris Miller Library. These codes provide context specific links to web help or further information, for example, from areas of the book collections to the web subject guide for that discipline.

The Library has embraced the use of social media and in 2011 began 'tweeting' on Twitter as an informal way to update students and the UTAS community on what is happening in the Library. This is in addition to our long-standing blog.

Subject guides were developed to improve online support for international students studying offshore. Induction information has been included in the subject guides which have been promoted to the Faculties with offshore courses. A new web page on the Library's website is a portal to the Library's services and resources of most importance to offshore students.

An action plan to respond to the results of the 2010 Library client survey was developed and progress in implementing the actions was monitored during 2011. Survey results were used to report to other areas of UTAS on the number and availability of computers in the Library,

the performance of the wireless network, the use of social networking sites in the Library and availability of space for using laptops.

The Library's Information and Research Skills Framework, which supports the development of information and research skills for UTAS students, was redeveloped to articulate learning outcomes for programs developed by the Library.

Funding was secured for staffing of services to provide and transcribe Library materials for students registered with Disability Services. Twenty-seven students were supported by this service in 2011.

The delivery of IT support to students and the Library was reviewed during 2011 and a centrally managed, locally delivered service provided by IT Resources will be piloted in 2012.

A *Copyright for Researchers Toolkit* was developed to provide UTAS researchers with good practice guidelines.

A Copyright Education Plan outlining the target groups and outcomes in relation to training, education and awareness of copyright for the UTAS community was released in 2011. A redeveloped UTAS copyright website was launched in 2011 to support and improve awareness of copyright at UTAS.

UTAS claimed and distributed over \$113,000 in





copyright royalties from the Copyright Agency Limited in 2011. The largest portion of royalties has been distributed for the use of Australian Clearinghouse for Youth Studies publications.

## PROVIDING ACCESS TO A DIVERSE RANGE OF QUALITY RESOURCES

New discovery software which searches for information resources using a single easy-to-use search box was installed in 2011. The software, called *Summon™*, simultaneously searches across the Library's print and online collections, including content from the Library's digital repository, and links directly to the full-text when it is available.

Clients can still search the Library's catalogue which was enriched in 2011 with additional data elements such as book jacket images, tables of contents and summaries to enhance the experience of searching for resources.

Strategic funds allowed the Library to build the book collections in a number of subject areas identified as priorities and in need of development.

The Library established access to the following major resources during 2011: the *Sage Premier Collection* of 599 ejournals, access back to 1995 for 369 Elsevier ejournals, the *Martinus Nijhoff Law eBook Collection*, *Ovid's Psychiatry*

*Education in video*, *Psychology Counseling & Therapy*, *Nineteenth Century Masterfile*, and access to pre-1995 volumes of 100 of Elsevier's agriculture and biological journals.

The School of Sociology and Social Work generously donated to the Library 500 volumes from the collection of the late Margot Roe.

The Library's digitised heritage and special collections items are now easily discoverable from anywhere in the world as the contents of the Library's digital repository are harvested by the National Library of Australia for the Trove search engine.



[http://eprints.utas.edu.au/9174/1/brown\\_tail.jpg](http://eprints.utas.edu.au/9174/1/brown_tail.jpg)

Six rare volumes, published between 1470 and 1700 and held in the Library's Special and Rare Materials collection, were restored and conserved by Dr Keith Adkins. The work was funded by a generous donation from Roger and Maxeme Tall via the University Foundation. This is the fourth year the Talls have funded such important preservation of rare works.

Print copies of UTAS higher degree theses were centralised in the Science Library, bringing together these unique records of UTAS research in one location for the first time.

Access to the Library's microfilm collection was greatly improved with the purchase of new reader/printers which replaced aged and



increasingly unreliable equipment. The microform collection was centralised in the Morris Miller Library and microfilm can be mounted there on the new equipment and remotely viewed from other Library locations.

## **IMPROVING PHYSICAL FACILITIES AND ONLINE ENVIRONMENTS**

The University approved a project to refurbish levels 3 and 4 of Morris Miller Library. The project will create additional study spaces, improve infrastructure and the physical environment, and more logically arrange the print collections. This project has now been combined with a wider series of improvements to create a central student-focussed precinct on the Sandy Bay campus and is expected to commence at the end of 2012.

Additional study space was created on level 3 of the Morris Miller Library in 2011 by relocating low use books to storage. A new lift was installed in mid-2011, replacing the original 40 year old lift.

The collections, services and staff of the Australian Maritime College (AMC) Library were integrated into the Launceston Campus Library at the beginning of 2011.

Refurbishment of staff working areas and some student spaces in the Launceston Campus Library improved the quality of the working and study environment.

The Library was a winner in the UTAS Energy Reduction Challenge. Reduced energy consumption in Library buildings was achieved with a rigorous 'switch off and turn down' campaign. Some of the Library's notable actions were replacing light globes with LED globes, consuming tap water instead of chilled water and using natural ventilation instead of electric fans. The \$3000 prize money has been spent on further improving operational sustainability. The Library's increasing initiatives in the area of environmental sustainability are now identified and promoted via a page on the Library's website.

The Library proposed projects to IT Resources for a visual display system to indicate where available computers are located, and a booking system to allow students to book Library study rooms and other facilities.

The Library's website, one of the largest in the UTAS content management system, moved to the most current page template in 2011.

## **RELATIONSHIPS WITH OUR COMMUNITY**

In April the Vice Chancellor, Professor Rathjen, and Senator Carol Brown officially opened the refurbished entry level of Morris Miller Library. The event was attended by five former University Librarians and a number of other invited guests.



The Morris Miller Library was designed by Melbourne modernist architect, John F.D. Scarborough, in the late 1950s as the major research and undergraduate library for the University when it moved from the Domain to Sandy Bay.

Originally the Library was planned for a student population of 2,000. Today it serves a student population of around 10,500 students.

The Step Up program introduces Tasmanian Year 11 and 12 students to the University environment by extending Library borrowing privileges to registered students and supporting their development of academic information skills. Step Up continues to grow with 402 students participating in 2011.

The Library hosted a number of exhibitions during 2011 that drew on the resources of UTAS and other institutions.



- *Fantastic Plastic* celebrated National Science Week and the International Year of Chemistry with a display of the history of plastics.
- *Impressed by Nature*, an exhibition of nature prints displayed Gyotaku prints from the collection of the Australian Antarctic Division along with rare books from the University of Melbourne and UTAS and prints, photographs and handmade books by Tasmanian artists.
- *Marjorie Bligh – Housewife Superstar* celebrated a newly released biography by Dr Danielle Wood (School of English, Journalism and European Languages).
- *Gould's Book of Plants* was part of a project funded by a UTAS Community Engagement Grant awarded to Professor Adrian Franklin (School of Sociology) and Associate Professor Hamish Maxwell-Stewart (Riawunna).

Exhibitions were also held to celebrate 30 years of the Australian Clearinghouse for Youth Studies, *Togatus*, the journal of the Tasmanian University Union of students and an Oxfam photographic exhibition *Land is Life*.

The UTAS Library hosted a three day visit from the University Librarian at Wollongong, Margie Jantti. Margie gave a number of presentations to Library staff and managers on aspects of the innovative directions and services of UoW Library.

The Library assisted the Australian Library and Information Association (ALIA) in hosting a visit from Ellen Forsyth, Consultant, Public Library Services, State Library of NSW and winner of a Library Journal 2011 Mover and Shaker award.

The Library hosted the Tasmanian meeting of the ALIA National Advisory Congress in November.

A number of Tasmanian orchestras, including the Tasmanian Symphony Orchestra and the Australian International Symphony Orchestra Institute (AISOI), acknowledged the Library in their programs for the supply of printed music.

In May, members of the Royal Society of Tasmania toured the Morris Miller Library which houses the Society's Library. Members also discussed some of the recently digitised treasures from their collection.



[http://eprints.utas.edu.au/6882/1/exhib\\_building\\_sml.jpg](http://eprints.utas.edu.au/6882/1/exhib_building_sml.jpg)



## OUR STAFF

Support for new Library staff was improved by the development of a Library-specific induction document that complements the general UTAS induction information for new staff.

*Beth Chalmers* (Library Officer, Art Library) was recognised for 25 years service to UTAS with a presentation from the Vice-Chancellor, Professor Rathjen.



*Linda Dabrowski* (Resource Management) retired after 18 years working in Resources and Access, Client Services and Resource Management.

*Maryanne Gustus* (Library Assistant, Client Services) returned to Victoria after working for 20 years in Launceston Campus Library.



*Helen Jackson* (Library Officer, Science Library) retired after 19 years service at UTAS, primarily in the Science Library.

*Marg Mallett* (Library Assistant, Resources and Access) retired after over 20 years service at the Launceston Campus Library.



We congratulate the following staff on their achievements in 2011:



*Vanessa Warren* (Liaison Librarian) – published 'Using workforce structures to enable staff retention and development: an academic case study', *New Library World*, Vol 112 No 1 / 2 (January).

*Felix Wilson* (Liaison Librarian) – presented a paper at the ALIA 5th New Librarians Symposium 2011 on his experience using core librarian skills of selecting, managing and providing access to content in a project with iTunesU.



*Scott Wylie* (Liaison Librarian) – jointly presented a paper at UTAS Teaching Matters conference on using Xtranormal software to develop short clips to assist Asian Studies students with research methods and techniques.

*Chris Evans* (Science Librarian) – organised the presentation of a Creative Commons Australia seminar and workshop at UTAS which featured presentations on the advantages of using CC licensing to distribute information materials.



*Luke Padgett* (UTAS Copyright Officer) – is a member of the reference group for an ALTC-funded Open Education Resources project and provided advice on the requirements for open content licensing frameworks, copyright toolkits and education for depositors.

*Karmen Pemberton* (Morris Miller Librarian) – represented the Library on the Course Advisory Committee for the Graduate Certificate in University Learning and Teaching.



*Felicity McColl* (Client Services) – completed her Certificate IV in Library/Information Services at the Tasmanian Polytechnic.

## STATISTICS

Client Population	2011	2010
Students	26,922	26,781
Students (EFT)	16,316	16,237
Staff (excluding casuals)	2,799	2,634
Staff (EFT)	2,332.7	2,262.2
Total clients	29,721	29,415
Total clients (EFT)	18,648.7	18,499.2

Services	2011	2010
Loans (total items)	280,060	376,091
Loans/EFT client	15.02	20.3
Loans (Reserve items)	68,381	68,295
Loans (Reserve items)/EFT student	4.19	4.21
Loans (intercampus)	21,567	19,362
Loans (intercampus)/EFT client	1.32	1.05
Items supplied to other libraries	1,709	1,703
Items borrowed from other libraries	12,228	11,842
University Libraries Australia loans	1,763	1,305
Information skills sessions	1,362	1,273
Attendance at information skills sessions	13,292	11,725
Proportion of student population attending	49.37%	43.78%
Subject guides to resource hits	557,702	395,300
ePrints open access digital repository		
Unique visitors	346,629	356,721
Number of visits	507,204	505,089
Pages viewed	1,853,988	1,487,236
Ranking in world Institutional repositories	85th	56th
Ranking in Australian institutional repositories	3rd	6th

Resources	2011	2010
Number of books purchased	4,113	6,273
Average price of books purchased (\$A)	\$92.08	\$97.00
Print items in collection	886,037	884,050
Current serial titles in print collection	967*	883
Current serial titles in total (incl. electronic)	62,095	73,113
Current ebooks accessible	52,260	31,689

\* includes donated titles which weren't counted in previous years

Facilities	2011	2010
Number of libraries	8	9
Opening hours/week	79.5	79.5
Study seats	1,290	1,317
EFT students/Study seat	12.65	12.33
Student computers	289	282*
EFT students/computer	56.46	57.58
Visits	1,064,699	1,073,871**
Visits/EFT student	57.09	58.05
Number of photocopies	393,386	535,041
Photocopies/EFT student	24.11	32.95
Number of prints to Library printers	1,281,847	1,128,749
Prints/EFT student	78.56	69.52

\* now includes computers at Cradle Coast Campus library

\*\*major refurbishment project in Morris Miller Library in 2010 reduced visit figures

Staff and expenditure	2011	2010
Library staff (excluding casuals)	82.1FTE	78.9FTE
Salaries	\$6,300,295	\$6,015,710
Operating	\$1,058,327	\$1,217,515
Acquisitions	\$4,442,439	\$4,428,237
Total expenditure	\$11,801,061	\$11,661,462